

Notes from PA Monthly Call February 14, 2007

General Comments:

-Security Items:

- Never make a photocopy of a PCard or travel card
- Never fax your card or a copy of your card
- Keep card in a secure location
- If you carry your PCard or Travel card, please put it in a place where you will not accidentally use it for personal items.
- Cardholders should watch all transactions

- GE Fraud:

- They are watching all cards all the time
- Will contact the cardholder if any charges look suspicious
- If they cannot contact the cardholder they will call the PA
- You as the PA can always call the PA line to ask for the Fraud department and a cardholder can always call the number on the back of their card to contact the Fraud department to verify it was GE calling
- Critical to keep current phone numbers for cardholders and PA's with GE. PA's must make changes to cardholder accounts. If you need to make mass changes, contact the CRR's at GE and they can assist you with that.

-Reminder to contact GE Customer Service 866-843-1368 option 1 for assistance in removing restrictions, seeing authorizations and declines, name changes, etc. You can also submit an email request to cov.crr@ge.com if it is an item which does not need immediate attention. Emails are responded to within 24 hours (normally much faster) since they are being addressed by our Dedicated CRR's Denis and Sharon.

-New trainings debuting this year:

- PCard PA Refresher Training – available for all PA's who have taken the full training last year
- Travel PA Refresher Training – available for all PA's who have taken the full training last year
- Travel Cardholder Refresher Training – available for all Travel cardholders who have taken the full training last year
- PCardholder Training – for all PCardholders – PA's can get the training from us to add their agency specific data to use on your intranet or in a conference setting
- Gold Cardholder Training – All Gold cardholders will be taking this training

- ATC Cardholder Training – all Agency Travel Cardholders will be taking this training

-Enterprise Rental Car Contract Guidance was sent to all PA's and backups – you can request a copy by emailing cca@doa.virginia.gov

-Hotel Accommodations on PCards Guidance was issued on 2/13/07 to all PA's and backups – you can request a copy by emailing cca@doa.virginia.gov.

-New updated CAPP 20355 is in the review process and hopefully will be released in March.

-New CAPP 20360 is the new Travel Charge Cards CAPP Topic. We are splitting the Card data out of the current CAPP Topic 20336 and placing it in Topic 20360. This also should be released in March.

-Watch Travelers charges to ensure they are not being used for personal reasons – PA's can run the Cardholder/Company Statement in SAM monthly to scan the charges to see if there are any questionable charges.

Open discussion:

Q: DRS: I did not receive the email communication to all PA's?

A: Check with your IT department to make sure the following emails are listed on your safe email list:

Valerie.smith@doa.virginia.gov

Matt.Daines@doa.virginia.gov

CCA@doa.virginia.gov

Q: NSU: When is the PCardholder training to be on the web?

A: We are updating the web pages now and should have the training out there next week.

Q: NSU: Utilization Report is showing vendors that per eVA do not accept the card?

A: It is up to a vendor to keep their eVA profile up to date and some vendors may be showing in eVA as not accepting. You need to contact the vendor directly to verify their acceptance. If they do accept, you need to alert them to contact eVA Customer Care to have their profile updated. If you find a vendor that does not accept or one that charges a fee to use MasterCard, follow the instructions in the utilization email to send us the data to verify.

Q: SCC: Can you tell me what cards are allowed to be used for Mass Rail Tickets?

A: PCards can be used for mass rail ticket purchases as long as the Travel Restriction is lifted off the card so the charge can go through.
Individual Liability Travel cards can be used to purchase Mass Rail Tickets.
Agency Travel cards cannot be used for Mass Rail Tickets – they are to be used for Airline purchases only.

Q: VCU: Can you explain the hotel guidance?

A: I am a PCardholder who is traveling to Des Moines Iowa for a conference. I cannot use my PCard to check in to the hotel. My agency if they have chosen to utilize the new option to use certain PCards for hotel accommodations, must have contacted the hotel I am staying at to see if they can set up a direct bill situation. Then the PCardholder who has been designated to do these types of purchases will provide their PCard information to the hotel to cover my hotel room and taxes only. I as the traveler would have to present another form of payment for all other charges incurred at the hotel.

Q: DMV: Any more guidance on the SWAM required PCardholder training by DGS?

A: I have not heard anything more on this.

Q: DMV: When will the 2007 forms for annual review be posted on the web?

A: They should be available next week – we will send a bulletin out.